

FRANCHISE FEE CREDIT PROGRAM FAQ's

(Frequently Asked Questions)

1. Who can apply for the Franchise Fee Credit Program?

- a. Applicant **MUST** be a city resident (homeowner or renter) for electric and gas credit.
- b. **Household income for 2018 CAN NOT BE MORE THAN \$34,450.00**, must provide 2018 IRS 1040 form or if not required to file taxes, then an SSI or SSDI annual statement for 2018.

2. What are the credit amounts for each utility franchise fee?

- a. There is a Flat Credit per Household for each Utility. The program will provide a standardized credit by utility for each approved applicant. Each approved household can qualify for up to \$320.00 in credit for calendar year 2018:

i. Kansas Gas	\$100.00
ii. Westar Energy	\$100.00
iii. Topeka Water Utility	\$70.00
iv. Topeka Wastewater Utility	\$50.00
v. MAXIMUM CREDIT	\$320.00

- b. Credits WILL BE PAID DIRECTLY TO EACH UTILITY COMPANY THAT APPLICANT QUALIFIES FOR on behalf of the applicant, in turn a credit will be applied to the applicants next bill.
- c. **NO REFUNDS WILL BE PAID DIRECTLY TO THE APPLICANT.**

3. Where do I get an application form?

- a. Community Resources Council (CRC) will be administering the program for the City of Topeka. Call CRC at 785-233-1365 or visit CRC's website for forms at www.crcnet.org.
- b. Forms are available for pick up from:
 - i. Community Resources Council – 455 SE Golf Park Blvd.
 - ii. Any Community Agency in Topeka such as: Doorstep, Let's Help, Community Action, Valeo, Salvation Army, and Topeka Public Library

4. What do we mean by a "COMPLETE" application?

- a. Application **MUST** be filled out and signed by applicant.
- b. Applicants **MUST** provide proof of address and income.
- c. Examples include: a government issued personal identification card, KS driver's license or a 2018 Federal and/or 2018 State Tax Return.
- d. Applicants must provide proof to qualify by one of the following:
 - i. **Born before January 1, 1963 MUST provide identification showing birth date or**
 - ii. **Disabled, if disabled – MUST provide an SSDI card or current SSDI disability letter,**
or
 - iii. **If by dependent children – MUST provide identification; birth certificate and/or hospital letter and Social Security cards for ALL children in the household.**
- e. **MUST** provide a recent utility bill from each utility Company that a credit is being requested; for Kansas Gas Service, Westar Energy and/or the City Water Division.

5. What do you mean by claim year?

- a. The claim year is the prior year. If you are applying for a credit in 2019, the Franchise Fee Credit Program claim year will be for utility use and franchise fees paid in 2018.

6. How long does it take to process my application?

- a. Once CRC receives a completed application with documents proving eligibility – the application will be processed, and a notice of Franchise Fee account credit will be sent to the applicable utility company Kansas Gas, Westar Energy and City’s Water Division. Posting to accounts may take up to 4 to 8 weeks.

7. What is the application deadline for these programs?

- a. Completed Applications will be accepted from January 22nd – December 27th, 2019. However, the program will close without notice when funding is exhausted or December 27, 2019.

8. I owe money on my utility account. Will I still receive a credit on my account?

- a. The approved amount will be applied as a credit to your account, regardless of any overdue balance. If your utility account has been closed and there are no delinquent or unpaid charges owed to the utility company, then a check may be issued to you.

9. What if I have moved during the claim year?

- a. You **MUST** provide your previous address on the space provided on the application.
- b. You **MUST** provide copies of previous and current utility bills.
- c. You **MUST** have 6-12 consecutive months of an active utility account for 2018.

10. My relative has utility accounts, but I pay the bills on their behalf. Will I receive the Utility Credit since I pay the bills on that accounts?

- a. **No.** The customer’s name indicated on the utility bills (the individual who established the accounts) is the ONLY individual who can apply for the credit.

11. The Credit states it is for water and wastewater. I only have wastewater service provided by the City. Can I apply for a credit for just wastewater?

- a. Yes, if you live within city limits of Topeka

12. Will this affect HMIS eligibility?

- a. No. Applicants who receive the Franchise Fee Credit WILL NOT be barred from receiving other utility assistance within Shawnee County.

13. Where can I learn more about these programs?

- a. Contact CRC at 785-233-1365 or their web site at www.crcnet.org

14. I don’t have a computer, so I prefer to talk with someone about these programs. Who do I contact?

Call CRC at 785-233-1365 and a representative will assist you.